



APPLICATION PACK

for the post of

TEAROOM ASSISTANT



An opportunity has arisen for a Tearoom Assistant to join the small friendly team of staff and volunteers in 'The Translators' Tearoom' at St Asaph Cathedral. We are looking for an enthusiastic individual who is passionate about providing good quality, locally sourced food and is willing to go the extra mile to deliver excellent customer focused service at all times.

The Tearoom opened in 2018 and since then has gone from strength to strength gaining a reputation for serving delicious home baked cakes, snacks, light lunches and a 'proper' cup of tea and coffee. We are open every day, except Sunday, from 10.00am to 4.00pm. On occasion, we also provide hospitality at evening events at the Cathedral and catering for lunchtime buffets.

This is a part-time post; you will normally work 3 days a week, from 9.00am to 3.00pm (4.45pm on a Monday), with a 30-minute unpaid break each day (18.25 hours per week). The role will include some Saturdays but due to the nature of the business we would also expect you to be flexible when required. We offer a varied and interesting workload, a pleasant working environment and a competitive salary including a 9% pension contribution.

Ideally you will have a background in catering or hospitality, but this is not essential as we can provide training for the right person. If you have a can-do attitude, a flair for baking and cooking and are committed to providing all our customers with an outstanding experience then we want to hear from you!

For an informal discussion about this opportunity please contact
Becky Watson, Tearoom Manager on 01745 584039

Applications

Applications will be considered on a rolling basis and the application process will close once the position has been filled.

Please submit your application form by email or by post to:
Mrs Pamela Vernon, Diocesan Office, High Street, St Asaph LL17 0RD
pamelavernon@cinw.org.uk

(please note that we do not accept CVs)

Interviews

Interviews will be held in St Asaph once applications have been assessed and will be arranged at a convenient time for applicants.

Applicants may also be asked to take part in a practical skills assessment

Further details regarding the selection process will be communicated at the time applicants are invited for interview.

The appointment will be subject to satisfactory references and a DBS check.

JOB DESCRIPTION

Job Title: Tearoom Assistant

Reporting to: Tearoom Manager

Managed by: Tearoom Manager

JOB PURPOSE

To play a key role in the successful day to day running of the Translators' Tearoom at St Asaph Cathedral.

KEY RESPONSIBILITIES

1. Facility management
2. Working with volunteers
3. Preparing and serving food and beverages
4. Customer Service
5. Finance

KEY WORKING RELATIONSHIPS WITH

- The Dean
- Members of the Tearoom Staff
- Volunteering team
- Suppliers and contractors

DUTIES AND RESPONSIBILITIES

1. Facility management

- a) Ensure the tearoom is open to customers during allotted times
- b) Security (opening and locking up)
- c) Stock control
- d) Health & Safety of the Tearoom
- e) Ensure correct temperature and food hygiene controls are adhered to
- f) Maintain high hygiene standards
- g) Ensure equipment is maintained correctly

2. Working with volunteers

- a) Contribute to the ongoing recruitment of volunteers
- b) Contribute to volunteer training
- c) Supervise volunteers
- d) Contribute to the planning of volunteer working rotas
- e) Ensure that volunteers are valued and encouraged

3. Prepare food and beverages

- a) Prepare, prepackage and label sandwiches and snacks
- b) Follow recipes to prepare home-made soup
- c) Follow recipes to bake cakes, traybakes and biscuits to a professional standard
- d) Prepare and serve hot and cold drinks
- e) Contribute to menu planning and recipe development
- f) Clear tables, wash up and keep work surfaces clean

4. Customer Service

- a) Deliver an exceptional standard of customer service at all times
- b) Greet all customers in a friendly, polite manner
- c) Be attentive to customer requests
- d) Be prepared to respond to queries and offer basic information about the cathedral, or refer to a colleague who is able to help

5. Finance

- a) Operate the till, including cashing up
- b) Keep accurate financial records for all transactions including supplier invoices and till records
- c) Take income to the bank if required

This Job Description is not a statement of all the duties applicable to the post holder, variations to the duties outlined above will occur to meet the needs of the post. Any variations will be commensurate with the grade and character of the post.

PERSON SPECIFICATION: Tearoom Assistant

Key Criteria	Essential	Desirable
Qualifications and Experience	• Good sound general education • Experience of working in a customer facing role • Food hygiene qualification or the ability to pass a food hygiene assessment	• Experience of working within the catering or hospitality sector • Catering or baking qualification • Experience of cash handling and operating a till • Experience of working with volunteers
Skills and Abilities	• Excellent communication skills with ability to relate with people in a warm & approachable manner • Naturally hospitable and welcoming • Ability to produce high quality and visually attractive cakes and light meals • Ability to work to deadlines and under pressure • Ability to prioritise work effectively • Ability to apply and surpass the requirements of food hygiene and food handling regulations	• Ability to communicate in Welsh • Understanding of, and empathy with the Anglican Church and Church in Wales • Understanding of Food Hygiene Regulations
Work-related Personal Qualities	• A team player who can work well with colleagues and values the contribution of volunteers • Committed to providing exceptional customer service • Honest, reliable and trustworthy • Willing to be flexible • Able to work alone and unsupervised • A passion for providing good food • Immaculate standard of hygiene	

Tearoom Assistant

Main Terms and Conditions

Hours of Work:	18.25 hours per week, normally worked over three days from 9.00am to 3.00pm (4.45pm on a Monday), including a 30-minute unpaid break each day. Some Saturday working may be required.
Term:	Permanent.
Salary:	We pay the National Living Wage which is currently £12.71/hr for people aged 21 and over.
Pension:	The employer will continue 9% of the employee's pensionable salary to a pension scheme of the employee's choice, or into the Diocesan Board of Finance Pension Scheme.
Holidays:	25 days per calendar year plus bank holidays (pro rata). The holiday year runs from January to December.
Location:	St Asaph Cathedral, High Street, St Asaph, LL17 0RD.
Expenses:	All reasonable working expenses will be met at the agreed Diocesan rates.
Probation:	This post will be subject to satisfactory references being received and completion of a six-month probationary period.